



DROP & SHOP PROGRAM POLICY



Purpose

To outline consistent procedures for the safe and compliant operation of the Drop and Shop Program at Insight Early Learning, Chadstone. These guidelines ensure all Insight Early Learning employees understand their responsibilities regarding enrolment, supervision, safety, and parent communication, while maintaining compliance with the National Quality Framework (NQF) and service policies.

Scope

This policy applies to all team members involved in the Drop and Shop Program, including administration staff, educators, and centre leadership.

Legislative Requirements

Education and Care National Law	
Regulations	Description
165 – 167	Health, Safety, and Wellbeing
175 - 176	Records and Notifications
77 – 80	Food and Nutrition
88	Infectious Diseases
92 – 96	Medication
99 – 102	Delivery and Collection of Children
160 – 177	Enrolment and Attendance Records
168	Required Written Policies and Procedures

Relevant National Quality Standard (NQS) Elements

Quality Area 6 – Collaborative Partnerships with Families and Communities	
6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.2	Collaborative partnerships enhance children’s inclusion, learning, and wellbeing.

Program Overview and Compliance Statement

The Drop and Shop Program operates as a short-term care service to support families requiring temporary care.

Implementation

Booking Process

- All bookings must be made via the service reception or the Xplor Home App.
- Sessions are available for up to 4 hours maximum at \$20 per hour (minimum charge \$40).
- Availability must be confirmed by the Nominated Supervisor (NS) or delegated Responsible Person (RP) to ensure educator-to-child ratio compliance.
- A short-term Enrolment Form must be completed and signed by the family and the NS/RP before

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attendance.

- Families with an existing full enrolment form are not required to complete a short-term form.
- Children transitioning from short-term to casual or permanent bookings must complete a full enrolment form.
- The short-term Enrolment Form includes all mandatory information required for enrolments at Insight Early Learning

Payment Rules

- All payments must be made by credit/debit card through the centre credit card machine only at the time of booking.
- No cash or deferred payments are accepted.
- Bookings are confirmed only once payment is received.
- No refunds or cancellations are available after payment.
- Available session options: 2-hour, 3-hour, or 4-hour sessions.
- Sessions exceeding 4 hours must be processed as a full-day enrolment and charged at the Full day Casual rate
- Child Care Subsidy (CCS) does not apply to this program.
- Receipts will be issued via Xplor or at reception.

Attendance and Record Keeping

- Every child must be signed in and out using the digital or paper attendance record.
- Arrival and departure times must be accurately recorded and signed by the parent/guardian.
- Only authorised nominees listed on the enrolment form may collect a child.
- Photo ID must be checked for authorised nominees where required.
- Records relating to enrolment, attendance, and incidents will be retained for a minimum of 3 years after the child’s last attendance.

Food Provision

- The service will provide light snacks and water for all children in the program.
- Snacks comply with Insight Early Learning’s Nutrition and Food Safety Policy.
- No external food items are permitted unless approved in writing by the NS.

Allergies and Medical Conditions

- Families must provide a current Medical Management Plan signed by a medical practitioner for any diagnosed allergy or intolerance.
- For children with allergies or medical conditions, a specific “Drop and Shop Menu” will be shared with families before attendance and signed by parents to confirm compliance with their child’s medical plan.
- The NS or RP may refuse care if a child’s health or safety cannot be reasonably supported under program conditions.

Health, Safety, and Wellbeing

- A health check will be completed at sign-in to confirm a child is fit for care.
- Children showing symptoms of illness or contagious conditions will not be accepted.
- Medication may only be administered with a completed Medication Authorisation Form.
- All incidents, injuries, trauma, and illness must be recorded and reported as per service procedures.

Communication with Families

- Families must sign the Drop and Shop terms and conditions within the enrolment form before leaving their child in care.

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- Families will be informed that this program is separate from permanent enrolments and not eligible for CCS.
- Parents must always remain contactable during their child’s session.
- Late collection fees apply for pick-ups beyond the booked session time.
- Adjustments or extensions cannot be made without prior approval and only if ratio and space permit.
- Feedback on the child’s experience will be provided at collection.

Supervision and Program Delivery

- Children may be integrated within regular play-based learning environments during their attendance.
- A Daily Insights will be completed to support childrens inclusion, wellbeing and education during their time at the service.
- The NS must ensure staffing rosters meet ratio and qualification requirements for all sessions.

Roles and Responsibilities

Role	Responsibility
Nominated Supervisor	Ensure program operates within NQF requirements, approve bookings, oversee documentation, and ensure ratio compliance.
Responsible Person	Supervise daily operations, confirm attendance and safety checks, and manage family communication.
Educators	Provide care and supervision, monitor allergies, communicate with families, and uphold health and safety practices.
Administration Team	Manage bookings, process payments, and ensure enrolment documentation is complete and compliant.

Note: Permanent families may access the Drop and Shop Program, but CCS may not apply, and payment must be collected separately.

Supporting Documentation

Forms and resources supporting this policy include:

- Short Term Enrolment Form
- Medical Management Plan (as required)
- Drop and Shop Daily Attendance Plan
- Allergy and Food Acknowledgement Form
- Behaviour and Guidance Agreement
- Credit Card Payment Authorisation Form
- Drop and Shop Booking (Allana with others – this is for the acknowledgement of their attendance and what will happen for the day – include IVO and any court orders)
- Drop and Shop Program Flyer
- Educator Reference Guide and checklist
- Daily Insights / Chadstone Reflection form

Related Insight Early Learning Policies:

- Enrolment and Orientation
- Child Health and Safety
- Delivery and Collection of Children
- Medical Conditions and Medication
- Nutrition and Food Safety
- Fees and Payments

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